

# Aged Care Assessment Team 2024/2025

## HOME VISIT MAP



## ACTIVITY

6,766  
Referrals



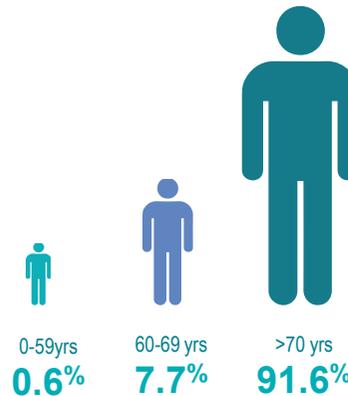
9,626  
Patient  
Appointments



5,892  
Virtual Care  
Appointments



## AGE



## CULTURAL AND LINGUISTIC DIVERSITY

### Top Languages at Home

- ❖ English – 95.7%
- ❖ Not Stated – 1.21%
- ❖ Italian – 0.48%
- ❖ Mandarin – 0.38%
- ❖ Vietnamese – 0.16%

### Top Patient Birthplace

- ❖ Australia – 70.94%
- ❖ England – 7.75%
- ❖ New Zealand – 3.22%
- ❖ Not Stated – 1.72%
- ❖ Italy – 1.56%

### Top Patient Religions

- ❖ No Religion/Not Stated - 60.53%
- ❖ Catholic - 13.58%
- ❖ Anglican Church of Australia - 4.30%
- ❖ Uniting Church – 3.38%
- ❖ Anglican – 2.87%



Aboriginal &/or TSI - 2.12 %

## TOP REFERRERS

Other Gov Serv Provider	66.9%
Hospital	33.0%
Other	2.2%

## CONSUMER FEEDBACK

### Top Compliment Themes

- ❖ Humaneness/Caring – 41.67%
- ❖ Communication – 25%
- ❖ Professional Conduct – 25%
- ❖ Discharge and Transfer – 8.33%

### Metro North Health's vision

Creating healthier futures together—where innovation and research meets compassionate care and community voices shape our services.